

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2015

Docket No. ACR2015

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
QUESTIONS 1-6 OF CHAIRMAN'S INFORMATION REQUEST NO. 17

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 17, issued on February 24, 2016. Each question is stated verbatim and followed by the response. The response to Question 7 is still being prepared.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.  
Chief Counsel, Pricing & Product Support

Eric P. Koetting

475 L'Enfant Plaza, S.W.  
Washington, D.C. 20260-1137  
(202) 277-6333  
March 3, 2016

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN’S INFORMATION REQUEST NO. 17**

1. The Postal Service did not meet the FY 2015 target for the Occupational Safety and Health Administration illness and injury rate (OSHA I&I Rate) performance measure. FY 2015 Annual Report at 14. The Postal Service explains, “[t]he failure to meet the actual target rate reflects major changes to the business . . . .” *Id.* at 18. Please describe the “major changes to the business” that caused the Postal Service to miss the FY 2015 target. In the response, please describe the types of illnesses or injuries caused by “major changes to the business.”

**RESPONSE:**

The most significant major change to the business involved expansion into Sunday delivery and other new delivery areas, such as groceries. In addition, the Postal Service hired nearly 40,000 new City Carrier Assistants. As a result, Sunday accidents have increased by 117 percent over the past two fiscal years:

### Sunday Accidents

FY 15	FY 14	FY 13
3,355	2,153	1,543

New delivery opportunities also raised challenges with dynamic delivery. The method of normal delivery, where a carrier is assigned to a specific route and has an opportunity to become familiar with it and recognize the hazards associated with it, does not apply to package delivery, grocery delivery, and Sunday delivery, which vary day to day based on need. Additionally, the Postal Service’s less experienced carriers execute these routes, plotting each day’s route based on a delivery path associated with the particular packages for that day. Carriers are often unable to become familiar with these ever-changing routes.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 17**

As of September 30, 2015, the Postal Service employed 143,066 employees with less than two years of on-the-job experience. This is approximately 24 percent of total complement. The new employees were mainly (65.9 percent) hired into delivery positions (City and Rural). These less experienced carriers were involved in nearly 40 percent of all accidents in fiscal year 2015. During the same period these carriers were involved in nearly 44 percent of all motor vehicle accidents.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 17**

2. The Postal Service states that the OSHA I&I Rate targets at the area level and district level are the same as the targets at the corporate level.<sup>1</sup> It notes that “[t]he only differences would be in the weight the performance is given.” *Id.* Please provide the weights and discuss how the area level and district level weights are used and how they differ.

**RESPONSE:**

Area & District employees receive a NPA Composite Performance Score, which is derived from 60 percent of the Corporate Scorecard and 40 percent of the Unit (Area/District) Scorecard. OSHA I&I Rate is a Corporate Indicator, and constitutes 15 percent of the Corporate Scorecard Weight. Since the Corporate Scorecard weight is 60 percent, the OSHA I&I Rate is 9 percent of the total NPA Composite Performance weight (15 percent times 60 percent). Performance is measured at the Area level for Area scorecards and at the District level for District scorecards.

---

<sup>1</sup> Responses of the United States Postal Service to Questions 1-12, 16-18 of Chairman's Information Request No. 13, February 18, 2016, question 17.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 17**

3. The Postal Service states, “[i]n FY 2015, our communication and training campaigns addressed the most frequent hazards of the workplace, such as dog bites, extreme heat, distracted driving and proper lifting and reaching.” FY 2015 Annual Report at 18. Please provide the following information for each of these workplace hazards: dog bites, extreme heat, distracted driving, and proper lifting and reaching.
- a. The total number of illnesses and injuries associated with the workplace hazard in FY 2014 and FY 2015.
  - b. If the total number of illnesses and injuries associated with any of these workplace hazards increased between FY 2014 and FY 2015, please provide the reasons for the increase.

**RESPONSE:**

a.

<b>Accident Type</b>	<b>2014</b>	<b>2015</b>
Dog Bite	4,992	5,355
Exposure To Extreme Temperatures	228	382
Distracted Driver		
Did Not See	15,063	16,774
Did Not Hear	184	196
	15,247	16,970
Lifting/Reaching		
Handling At Same Level	2,478	2,522
Lifting From/To A Higher Level	3,615	3,960
Pulling From/To A Higher Level	656	599
Pulling At Same Level	1,350	1,392
Pushing From/To A Higher Level	153	180
Pushing At Same Level	1,079	1,076
	9,331	9,729

b.

As of September 30, 2015, the Postal Service employed 143,066 employees with less than two years of on-the-job experience. This is approximately 24 percent of total complement. The new employees were mainly (65.9 percent) hired into

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 17**

delivery positions (City and Rural). These less experienced employees were involved in nearly 40 percent of all accidents in Fiscal Year 2015.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 17**

4. The Postal Service states that it is “taking steps to address the increase in motor vehicle accidents.” *Id.*
- a. Please provide the total number of motor vehicle accidents in FY 2014 and FY 2015.
  - b. Please explain why the total number of motor vehicle accidents increased in FY 2015.
  - c. Please identify any specific steps the Postal Service is taking to reduce the number of motor vehicle accidents in FY 2016.

**RESPONSE:**

a.

<b>MVA Total</b>	<b>FY 14</b>	<b>FY 15</b>
	24,398	26,899

b.

As of September 30, 2015, the Postal Service employed 143,066 employees with less than two years of on-the-job experience. This is approximately 24 percent of total complement. The new employees were mainly (65.9 percent) hired into delivery positions (City and Rural). These less experienced employees were involved in nearly 40 percent of all accidents in fiscal year 2015. During this same period these employees were involved in nearly 44 percent of all motor vehicle accidents.

c.

The Postal Service is redesigning Safe Driver Training for Fiscal Year 2016. It has released a strategic training initiative (STI) for supervisors on how to conduct

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 17**

quality driver observations. The Postal Service has also designated December as Motor Vehicle Safety Month, developing the following safety programs:

- Focus on Distracted Driving
- Seatbelt Usage
- Winter Weather Driving
- Regular Stand Up Talks

Finally, the Postal Service has designed a Counseling at Risk Employees (CARE) program to provide quarterly discussions for all employees with less than two years of service, observed unsafe work practices, or previous accident history.



**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 17**

5. Please refer to the table on page 14 of the FY 2015 Annual Report. For the Voice of the Employee survey performance measure, the FY 2015 result and FY 2016 target are both listed as "N/A." Please confirm that in FY 2016, the Postal Service will use the Postal Pulse survey as a performance indicator for measuring progress toward improving employee engagement. If not confirmed, please describe the FY 2016 performance indicator the Postal Service will use to measure progress toward improving employee engagement, and provide the FY 2016 target.

**RESPONSE:**

Yes. The Postal Service will use the Postal Pulse survey as a performance indicator for measuring progress toward improving employee engagement in 2016.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 17**

6. Please refer to the Frequently Asked Questions page of the Postal Pulse survey, which states, “[e]mployees that opt out but still return the survey will be counted toward overall participation rates but their unanswered questions will not be included in the final reports.”<sup>2</sup>
- a. Please provide the FY 2015 Postal Pulse survey participation rate for all employees, excluding those employees who opted out of the survey by checking the response box: “I do not wish to participate in the USPS Employee Survey at this time.”
  - b. Please provide the FY 2015 Postal Pulse survey participation rate for career employees, excluding those career employees who opted out of the survey by checking the response box: “I do not wish to participate in the USPS Employee Survey at this time.”
  - c. Please provide the FY 2015 Postal Pulse survey participation rate for non-career employees, excluding those non-career employees who opted out of the survey by checking the response box: “I do not wish to participate in the USPS Employee Survey at this time.”

**RESPONSE:**

The Postal Service uses the term “response rate” to identify the portion of employees who submit responses to the questions posed in the survey. To the Postal Service, the term “participation rate” includes those employees who check the above-referenced opt-out response box or otherwise signal their non-participation in a manner prescribed by a postal employee union or association, in addition to those who submit responses to the questions.

- a. The FY 2015 response rate for all employees was 47 percent.

---

<sup>2</sup> See Responses of the United States Postal Service to Questions 1-6 of Chairman's Information Request No. 3, January 21, 2016, question 5, file “ChIR.3.Q.5.PP.Survey.pdf.”

**RESPONSE OF THE UNITED STATES POSTAL SERVICE  
TO CHAIRMAN'S INFORMATION REQUEST NO. 17**

- b. The FY 2015 response rate for career employees was 46 percent.
  
- c. The FY 2015 response rate for non-career employees was 49  
percent.